

IBMhq Test Case Execution Report

Test Case Name:Close Incident - 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-40-13

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
12	11	1	Fail	2

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' is on the right. Below the header, a navigation menu is shown with options like Save, Save & Close, Refresh, New, and Print. The main content area features a tabbed interface with 'Summary' selected. The 'Summary' tab shows a case with the following details: Subject: 'Issues with Product we are using', Reference #: '200810-000056', Status: 'Open', Assigned: 'Agent Access > Sys Agent', Disposition: '[No Value]', Contact: '[No Value]', Organization Name: (empty), Product: '[No Value]', and Category: '[No Value]'. The interface is clean and professional, typical of a corporate service portal.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing a list of menu items: Home, Analytics, Incidents (which is highlighted with a blue triangle), My Inbox, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The main content area on the right shows the 'Incidents' page. At the top of this page, there is a header with the Oracle logo and 'Service Cloud' text, followed by a 'Reference #' field and several icons (home, star, plus, user). Below the header, there is a toolbar with 'Refresh', 'New', and 'Print' buttons. The main section contains a table with columns: Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. Below the table, there is a form for creating or editing an incident. The form includes fields for 'Contact' (with a dropdown menu showing '[No Value]'), 'Organization Name' (with a text input field), 'Product' (with a dropdown menu showing '[No Value]'), and 'Category' (with a dropdown menu showing '[No Value]').

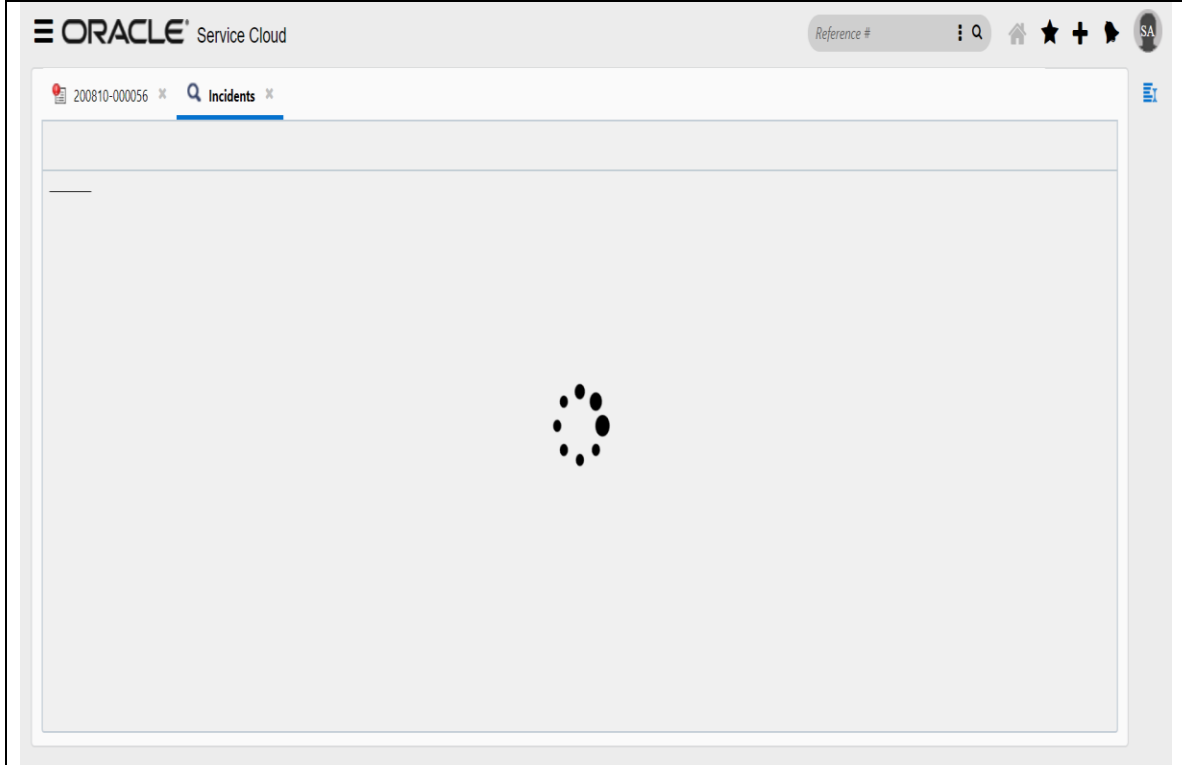
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



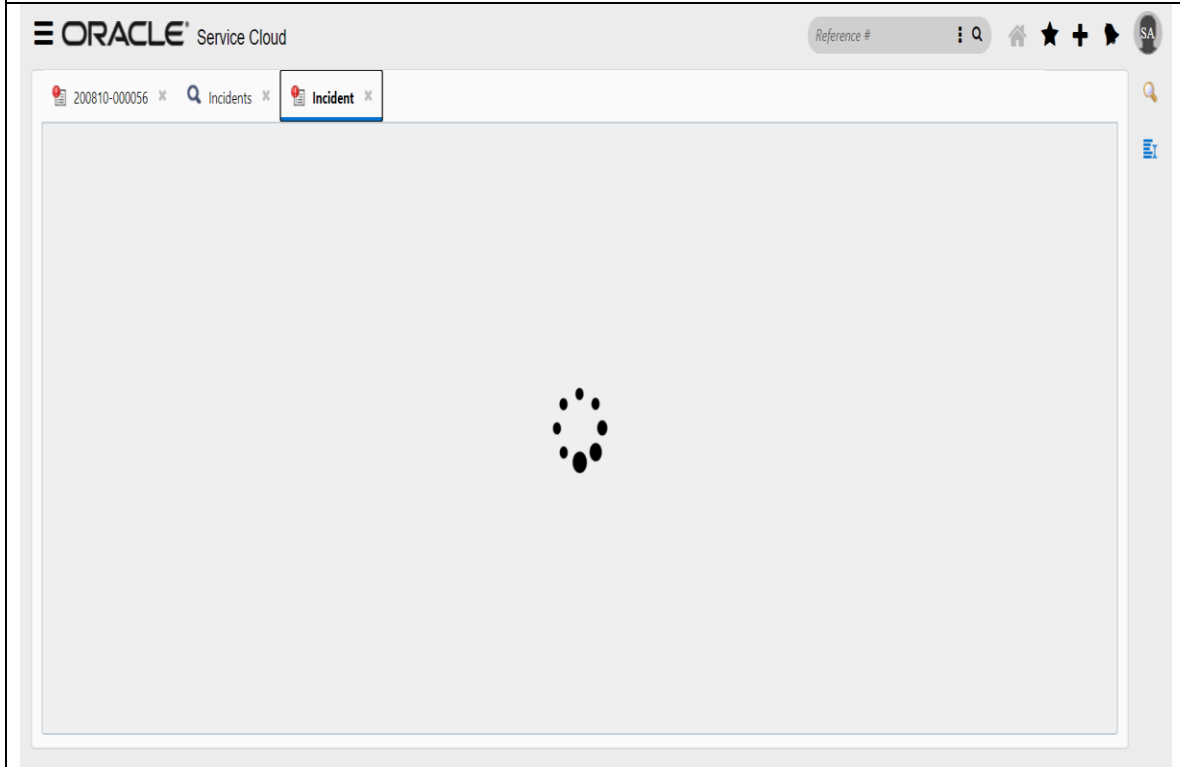
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:5

Step Description: Click on Status Dropdown

Expected Result: Click on Status Dropdown

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows '200810-000056' > 'Incidents' > '200810-000036'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

- Subject: * Dear Customer Service ,ab92547 product is not functioning properly need help?
- Reference #: 200810-000036
- Status: * Open (dropdown menu)
- Assigned: Agent Access > Minhaj Ameen (dropdown menu)
- Disposition: [No Value] (dropdown menu)
- Contact: * Adam Smit (dropdown menu)
- Organization Name: California Federation
- Product: ab92547 (dropdown menu)
- Category: Primary Antibodies (dropdown menu)

